

How to switch from Virgin to Swish.

Switching broadband providers doesn't have to be a faff. Especially when you're moving over to Swish. From sign-up to installation, we'll take care of everything smoothly and quickly.

If you're with Virgin and tired of the same old price hikes, unreliable speeds and drop-outs, it's never been easier to say 'enough is enough' and start your switch to Swish.

Follow these three steps.

1. **Check your contract for exit fees.**

While we're always excited to have another happy customer with us, we don't want you to be out of pocket if you switch.

If you're in contract with Virgin, make sure you check the fine print for exit fees. Switching to a new broadband provider is usually best done when you're out of contract or at the end of one.

With Virgin you can find your contract terms by calling 0800 276 1162 or by logging into your My Virgin Media account.

2. **Choose your Swish plan.**

We offer three simple full fibre packages with an 18-month price-locked contract:

- Swish 150 for everyday browsing and downloading
- Swish 400 for households that need more bandwidth for streaming multiple devices at the same time
- Swish 900 for serious gamers, large families and power users

For households that want a bit more flexibility, we offer Swish 400 and Swish 900 with a rolling monthly contract.

Check your prices and availability at <https://portal.swishfibre.com/>.

3. **Tell Virgin, "Sorry, it's over."**

You can let them know by calling or through your online account. If you're in contract with them, remember to check your terms. They require 30 days' notice. It's really important that your Swish connection is up and running before you cancel Virgin. This is so you can avoid any internet down-time.